

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday January 12, 2017

PRESENT: Mike Warner, Charlotte
Chris Maloy, Charlotte
Scott Jernigan, Charlotte
Louis Cosentine, Huntersville
Daniel MacRae, Charlotte
Joshua Niday, Charlotte
Walter Horstman, Matthews
Lou Raymond, Charlotte
Terry Lansdell, Charlotte

STAFF: Pamela White, Duretta Weicken, Brian Horton, Larry Kopf,
Wanda Braswell, Tom Reynolds, Theron Barrino

Meeting Time 4:00-5:30 PM

I. Call to Order and Approval of the December Meeting Summary

Chairman Michael Warner called the meeting to order at 4:00 p.m.,
The December meeting summary was approved as written.

II. Public Comment on Agenda Items:

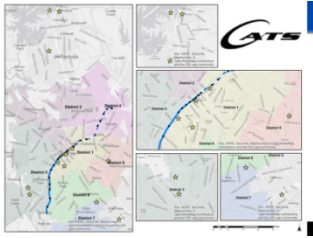
There was no one from the public at the meeting to give comment.

III. Information Items

A. Overall Concept of TSAC

Mr. Mike Warner reminded the committee of the 2017 TSAC focus and also updated the committee on what has been done since the last meeting. Mr. Warner supplied a list with all the TSAC members' names to acknowledge who the committee is. The area each member resides, who they represent and the various districts each member represents

can be distinguished. Below is an attached map showing districts with pin points of each member's area.



These tools will help members to recognize where they will work with other riders and City officials to explain the bus system changes. At today's meeting CATS staff will present various routes with proposed service changes. TSAC members will later use the maps and dialogue of the approved routes to explain to riders and City officials the system changes, why and how it all will work for the best service as well as bringing back concerns and other information to the committee.

Mr. Maloy pointed out that there are some districts that have multiple TSAC members and wondered if they would be assigned another area as to not have three or four people going to the same officials. Mr. Warner stated members can be assigned other areas of interest/officials as TSAC is representing all riders of CATS.

Mr. Horstman wondered if CTAG had been involved with the route district maps so that the two committees won't overlap in doing some of the same things. Mr. Warner stated no. Mr. Kopf stated TSAC's purview is to act on service changes and CTAG's purview is to act on the budget. CATS will want to make CTAG aware of the service changes but not necessarily to act on them. Mr. Warner stated he can share with CTAG at the MTC meeting.

B. Envision My Ride N.E. Corridor

a) Intro

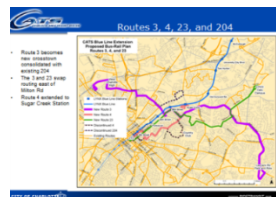
Mr. Kopf stated CATS is going to develop a script and wants TSAC to help write the script. CATS' wants TSAC's buy in so CATS staff is going to show the committee some of the things CATS is proposing to change. CATS wants TSAC to be comfortable with the proposals and wants questions to help get the best service in terms of the bus connect with the light rail. Mr. Kopf continued saying the N. E. Corridor is the first iteration of Envision My Ride. The principles developed now will eventually be the principles used when looking at the entire system. CATS' has received a lot of public input from several public meetings, outreach events, a survey and the media that helped to determine the proposed changes.

b) N.E. Corridor

Brian Horton CATS Planner explained that the “bus / rail” is the first iteration of Envision My Ride. Through this initiative, CATS has studied bus route structure and frequency to determine how to improve the system and better serve the Charlotte region. With the LYNX Blue Line opening in late summer of 2017 CATS has conducted extensive public outreach to best understand what is most important to riders. CATS’ has used this feedback to develop the proposed route and service adjustments. CATS’ has developed a draft plan to change surrounding bus service upon the opening of the LYNX BLE. Key considerations for the proposed routes are: Cross-town and suburb-to-suburb bus Service, Connections between different bus routes and between bus and light rail, improve frequency of service and travel time. Mr. Horton explained the attached proposed service changes to the N.E. Corridor routes as seen on the attached maps.

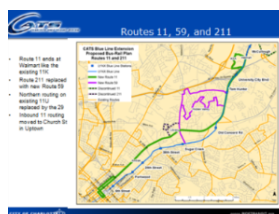
Mr. Horstman asked if CATS is using the same kind of thinking as they did on the Blue Line in regards to restructuring the Rts. Ms. White state first CATS wanted to hear what the passengers wanted and one thing was the crosstown service so some things CATS did and some things CATS did not but we definitely touched base with our customers to see what they wanted.

Mr. Horton stated when changing a route there are considerations for other routes that are affected. Below are the routes that go together in regards to the changes.



Rts. 3, 4, 23 & 204

Mr. Cosentine asked if the Plaza route will be revisited when the Trolley phase 2 is completed. Staff responded yes but there are some other routes that will be affected then.



Rts. 11, 59 & 211

Mr. Maloy how much of the route 11 will be shifting over to the BLE

Mr. Horton stated CATS believes a large percent of the people who travel beyond the Walmart are going to switch to the train because of travel time and CATS' is retaining the route 11 to and from the Walmart because it is between stations.

Mr. Lansdell asked if the headway was going to change on the new route 11.

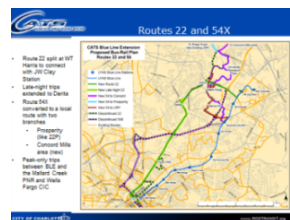
Mr. Horton stated headways are the route 11K schedule with the route 11U span.



Rts. 13, 21 & 201

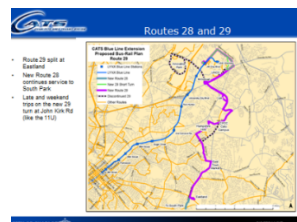
There was some discussion about the ridership and walking distance.

Mr. Horstman asked if the quarter mile was the rule of thumb for walking distance. Mr. Horton stated walking distance for a bus is a quarter mile but for the rail industry standards it's a half mile.

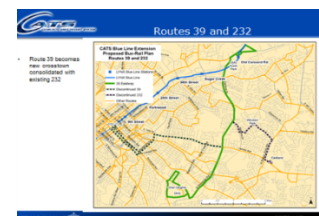


Rts. 54X & 201

Ms. White stated the 54X & 201 are areas where CATS thought we may get some push back so CATS had a meeting in the uptown for all our express routes. CATS invited the 54X riders and there were mixed feelings from those riders. Some riders stated they wanted to keep the 54X from the University area and didn't care how long it takes them to get to where they are going. Mr. Maloy stated there are a lot of people that get on the 54X at the CTC. Mr. Kopf stated a lot of riders will commute to rail and the shuttle will give more options.



Routes 28 & 29



Routes 39 & 232

Rt. 28 continues service to So. Park
Rt. 29 Split at Eastland Turn at J.Kirk Rd

Rt.39 new crosstown and
Consolidates with existing 232

Mr. Niday asked if Rt. 29 will still go through the main entrance of UNCC. Mr. Horton stated since the route has been lengthened the Rt. 29 will no longer go into UNCC as it is projected that students will be taking the train however there will be stops along the route 29 to serve UNCC.

Mr. Horstman wondered if there are very many riders from So. Park through to UNCC. Mr. Horton stated there are very few riders from So. Park most of the riders are picked up in or north of the Cotswold area.

Mr. Horstman asked about the 80X. Mr. Horton explained that the 54X & 80X are the two express routes that would no longer come into Uptown. The 80X goes to Cabarrus County leaving customer without service for 24 hour periods so CATS is currently working with Cabarrus County on having a shuttle to BLE but have not come to a consensus at this time.

The committee was presented with several other map scenarios of the different routes that CATS' staffs compiled for Envision My Ride.to better serve the bus system and the community. Attached are those route maps.



Chairman Warner asked the committee to review the maps, take notes on any questions and bring them to the next meeting for discussion.

Mr. Horton then demonstrated the REMIX app to the committee.

IV. Service Issues

Mr. Horstman stated that the real time app is still bad as it doesn't work properly when trying to get a schedule when using a tablet. Mr. Horstman also stated a student of UNCC mentioned the CATS parking deck by the UNCC will be a good place to park when going to the University, buying the pass from the university it will be cheaper then parking on the campus. Mr. Kopf stated the pass the university is selling will not get people out of the deck. Whoever parks in the deck must have a train ticket to get out of the deck. Other committee members asked that there be a presentation about the parking deck near UNCC.

Mr. MacRae stated that bus 1072 had mold on the ceiling and also suggested during inclement weather the call center be open longer as some customers do not have web access. Mr. Kopf stated he would inquire about having the call center available longer during inclement weather.

Mr. Jernigan wondered if the Gold Line would be closed every time there is inclement weather even after phase 2 opens. Mr. Kopf stated once phase 2 opens with the new cars are online, the closing of the line should happen less during inclement weather.

Mr. Maloy stated more and more frequently he has seen buses with no tail light or side light and wondered if there was a pre-trip inspection of buses before it goes on the road. Mr. Kopf stated the drivers are required to do a pre-trip inspection but some buses are on the road for 18 hours or so and could have things happen during that time as well.

Mr. Cosentine wondered if there was any news about the funding for the Silver Line and wondered if the newer buses had wireless access. Mr. Kopf stated there was no word yet about funding for the Silver line and connections on some buses is something CATS is considering but for now there is no wireless access on buses.

Mr. Lansdell wondered if there were any defect cards the committee members could have to make reports on bus repairs. Mr. Kopf stated he would get some cards for the committee so they could report issues with buses.

Mr. Lansdell also wondered if there was a new date for the ribbon cutting ceremony for the LYNX Gold Line phase 2. Mr. Reynolds stated the ribbon cutting will be Saturday January 14.

V. Chairman's Report

There was no Chairman report

VI. Manager of Operation Report

Larry Kopf CATS Transit Operations Manager reported that there would be extra bus service on I-77 while lanes are closed for construction and that CATS will be presenting a budget report to MTC in February for 2018 and then it would also be presented to TSAC in the coming month.

Next TSAC MEETING: THURSDAY FEBRUARY 9, 2017
